

May 1, 2014

Montana Health Care Programs Notice

Mental Health Centers, Home Support Services, and Therapeutic Foster Care

Home Support Services Limit Notification

Please note that as of November 15, 2013, Home Support Services (HSS) has a lifetime benefit limit of 365 days. Exceptions to the limit and instructions are available at:

<http://www.dphhs.mt.gov/mentalhealth/children/documents/CMHBProviderManualClinicalGuidelinesUtilizationManagement.pdf>.

Instructions related to approval beyond 365 days will appear in the forthcoming manual, which is in draft form now and will be effective late summer.

The Department has developed the following instructions for providers to track home support services provided to a specific youth:

1. Once a youth has surpassed 300 units (days), an alert will appear on the youth's remittance advice, "Alert: Please see our website, mailings, or bulletins for more details concerning this policy/procedure/decision." The alert does not specify that HSS has surpassed 300 units.
2. Once this alert appears, providers can contact Xerox Provider Relations at 1-800-624-3958 (toll-free, in/out of state) or 406-442-1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com to inquire as to how many units have been billed.

Note: Provider Relations will be able to identify all units billed for HSS regardless of which provider billed; however, the other provider will not be identified without proper HIPAA-compliant releases of information authorized by the family.

Provider, billers, and HSS staff will need to communicate once this alert appears to ensure proper discharge planning.

Contact Information

If you have any questions, please contact Jamie Olsen Stolte at jstolte@mt.gov or 406-444-7342 in the Children's Mental Health Bureau.

For claims questions or additional information, contact Provider Relations at 1-800-624-3958 (toll-free, in/out of state) or 406-442-1837 (Helena) or via e-mail at MTPRHelpdesk@xerox.com.

Visit the Provider Information website at <http://medicaidprovider.hhs.mt.gov>.